Claims:

1. 1.   Method for receiving a purchase order by a remote
2.   location (10) from a customer location (9) via a first
3.   connection (1) over a network, to enable a purchase
4.   relating to a reference number, comprising the steps
5.   of:
6. ▪   completing a purchase order form that includes
7.   purchaser data (2) and a predefined subset (3) of the
8.   reference number,
9. ▪   receiving purchaser data (2) and the predefined
10.   subset (3) of the reference number at the remote
11.   location (10) from said customer location (9) via said
12.   first connection (1),
13. ▪   storing the purchaser data (2) and the subset (3)
14.   of the reference number in a storage means (5) of a
15.   computer system (6) at the remote location (10), said
16.   purchaser data being associated with the customer
17.   making the purchase,
18. ▪   receiving reference number related data via a
19.   second connection (13) over a network from the customer
20.   location (9) by an order-handling system, such as an
21.   IVR system (7) at the remote location (10),
22. ▪   associating said second connection (13) with the
23.   purchase order using the reference number related data,
24.   and the subset (3) of the reference number transmitted
25.   via said first connection (1), resulting in the
26.   complete reference number corresponding to the purchase
27.   order,
28. ▪   receiving an identification code (8) from the
29.   customer location (9) at the remote
30.   location (10),

31   •   receiving at the remote location (10) via said
32   second connection (13) reference number digits (4)
33   supplementary to the digits in the subset (3) of the
34   reference number.

1   2.   Method according to claim 1, wherein said second
2   connection (13) is associated with the purchase order
3   using said identification code (8).

1   3.   Method according to claim 1, wherein the complete
2   reference number is determined by concatenating the
3   digits in the subset (3) of the reference number and
4   the supplementary reference number digits (4).

1   4.   Method according to claim 1, wherein said first
2   connection (1) is a connection over a non-secure
3   network.

1   5.   Method according to claim 1, wherein said second
2   connection (13) is a connection over a public telephone
3   system.

1   6.   Method according to claim 1, wherein said first
2   connection (1) and said second connection (13) are
3   connections over the same network.

1   7.   Method according to claim 1, wherein the
2   identification code (8) is shown on-line to the
3   customer after the customer has completed said purchase
4   order form, and the identification code (8) is received
5   from the customer via said second connection (13).

1   8.   Method according to claim 1, wherein the
2   identification code (8) is provided by said computer
3   system (6) to the customer, and the identification code
4   (8) is received from the customer via said second
5   connection (13).

1   9.   Method according to claim 1, wherein the
2   identification code (8) is received from a personal
3   computer (11) at the customer location (9) by said
4   computer system (6) at the remote location (10).

1   10.   Method according to any of the preceding claims,
2   wherein said reference number is a credit card number.

1   11.   Method according to any of the preceding claims,
2   wherein the identification code (8) is a unique code.